



Enhanced Army Global Logistics Enterprise

General Support Requirements

Performance Work Statement (PWS)

Vision Statement

The Army Sustainment Command (ASC), as the Army Materiel Command's (AMC) executive agent for field support, is establishing a capability to support the Materiel Enterprise by providing for all aspects of the Army's multi-faceted supply, maintenance and transportation efforts – both CONUS and OCONUS. These efforts directly and indirectly support preparing forces for deployment, sustainment and redeployment in current conflicts, reset forces and rebuild readiness for future deployments and contingencies in order to meet the demands of a persistent conflict in the 21st Century. Services are contemplated for both Contiguous United States (CONUS) and Outside the Contiguous United States (OCONUS) operating environments to include areas in conflict and contingencies. Customers for these efforts may include Department of the Army, Coalition partners, joint bases, foreign Governments and other Department of Defense agencies. Functional and programmatic services may be required by any Army organization, at any level, including Army Commands (ACOM), Army Service Component Commands (ASCC) and Direct Reporting Units (DRU) as well as other U.S. Agencies, Coalition partners, joint bases and foreign Governments with whom the Army has entered into an agreement.

Disclaimer

The information contained in this PWS provides additional background information for potential Offerors' to identify and understand EAGLE requirements. NO deliverables or support requirements identified in this PWS are due to the Government as a result of receipt of receiving an Enhanced Army Global Logistics Enterprise (EAGLE) Basic Ordering Agreement (BOA).

1.0 Introduction

This performance work statement (PWS) for the EAGLE requirements provides a generalized description of maintenance, supply, and transportation support functions required by the United States Army Sustainment Command (ASC) or other Government entity(ies) in support of applicable Military Units, Governmental agencies, coalition partners, or other entities as designated by ASC. The goal of this PWS is to support the determination of whether a Prime, Team, or Joint Venture is qualified to hold an EAGLE BOA. EAGLE BOA holders provide efficient, cost-effective non-personal services through continuous improvement programs and industry best practices, where applicable, while ensuring compliance with all applicable directives, rules, regulations and laws (local, state and federal). Task order competitions, based on site/mission specifics will begin after BOAs are executed. Specific workload and reporting requirements are not included in this PWS. Representative metrics and Standard Army Management Information Systems (STAMIS)/ Automated Information Systems (AIS) are provided for information purposes.

1.1 Background

Historically, logistics support requirements were established as stand-alone contract vehicles or task orders, providing support in three main areas: maintenance, supply, and transportation support. The establishment of the Army Materiel Enterprise (ME), with AMC in the lead role, sets the conditions for establishment of a standardized approach to requirements documentation and obtaining contract services across the ME. The EAGLE program provides that standardization in each primary area of support while still allowing for installation- or task based specificity. The goal is to improve ME effectiveness and efficiencies in a measureable, observable and repeatable manner. One of the keys to achieving these goals is to establish a single logistics provider at each installation. That service provider will be the single entity responsible for supply, maintenance, and transportation support services for the installation or mission task. This capability is expected to be fulfilled by a Prime contractor using its own resources, or through the establishment of a teaming arrangement or Joint Venture. The single logistics provider is the “single belly button” for delivery of contracted services.

1.2 Scope

The scope of this effort will span the breadth of the Army’s logistics missions’ requirements for support during peacetime and periods of protracted conflict. The requirements described in this PWS represent potential tasks and requirements of task orders that may be issued under this BOA for non-personal services. Not all task orders will require all of the requirements described herein.

- a. The contractor will perform non-personal services in a variety of operational areas which will be further detailed in subsequent task orders. The following is a representative listing only:
 - 1) Maintenance – Field / Sustainment
 - 2) Supply – Retail / Wholesale
 - 3) Transportation Support – Commercial / Local / Personal Property

- b. Installation Logistics functions specifically excluded from EAGLE and this PWS:
 - 1) Dining Facilities [excluded from this PWS and subsequent task orders]
 - 2) Laundry and Dry Cleaning [excluded from this PWS and subsequent task orders]
 - 3) Aviation Maintenance [excluded from this PWS and subsequent task orders]

1.2.1 Representative Missions

Subsequent task orders may include, but are not limited to, Directorates of Logistics (DOL) (maintenance, supply, and transportation support on the identified installation); Army Prepositioned Stocks (APS); Theater Provided Equipment (TPE); In-Theater Maintenance; Left Behind Equipment (LBE); Pre-Deployment Training Equipment (PDTE); New Equipment Training (NET); New Equipment Fielding (NEF); and RESET.

2.0 Functional Requirements – Maintenance, Supply, and Transportation Support

The contractor shall provide maintenance, supply and transportation support services functions as specified in individual task orders at a designated installation (post, camp, station, forward operating base, brigade support area or other designated location herein referred as ‘the installation’) All services shall be performed in accordance local, state, and federal requirements, regulations, policies, and procedures.

2.1 Maintenance and Supporting Functions

The objective of materiel maintenance support is to provide maximum availability of safe, serviceable assets to customers through efficient, effective field level maintenance (TM-10 / -20 / limited -30) and sustainment level maintenance tasks, including Special Repair Authority (SRA) on Government owned tactical and non-tactical equipment. The contractor shall provide the resources, management and administration required to plan, organize, facilitate, direct, control, and perform all required tasks supporting this effort. The contractor will provide these services in Government-owned maintenance shop facilities. The condition of these shops will vary from installation to installation and may range from antiquated to modern. The contractor shall use all facilities as intended and will not make any modifications without prior written consent from the appropriate Government representative. The contractor shall keep these facilities clean and orderly and free from debris or other hazards. Unless otherwise specified the contractor shall use the applicable standard Army management information systems (STAMIS) / Army information systems (AIS) to track and manage maintenance operations. Equipment Maintenance operations may encompass a multitude of assets including, but not limited to: emergency equipment, communications and electronics, automotive, armament, artillery, small arms, track vehicles, major weapon systems, ground support equipment, construction / engineer equipment, allied trades, small-engine driven devices. The following subparagraphs outline the tasks that will be evaluated under Step Two (BOA) of the EAGLE request for proposal. These subparagraphs also represent potential tasks that could be required to provide Installation Materiel Maintenance Activity Operations in Step Three Task Orders.

2.1.1 Inspect, maintain, and repair various the types of equipment specified in each individual task order in accordance with AR 750-1, AR 5-9, DA PAM 750-8, and TM 38-470. The contractor shall ensure proper, effective, and efficient maintenance shop operations. Applicable maintenance forms and publications must be used as specified during the execution of all maintenance work.

2.1.2 Perform Field maintenance on Tactical Equipment (i.e. armament, combat platforms, ground support equipment) when required and authorized by the Government in accordance with each end item's TM or TB.

2.1.3 Preventative Maintenance Checks and Services (PMCS)

2.1.3.1 Schedule PMCS and maintain DD Form 314 or automated equivalent on all equipment for which the Contractor performs unit level maintenance.

2.1.3.2 Perform preventative maintenance checks and services (PMCS) in accordance with TM 10/20-series manuals and Lubrication Orders (LO) to include all before, during, and after checks.

2.1.3.3 Maintain the automated equivalent DD Form 314 with all required information in accordance with DA PAM 750-8.

2.1.3.4 Ensure that all required data from the automated DD Form 314 accompanies equipment when transferred.

2.1.3.5 Provide users with a listing of scheduled PMCS due each month.

2.1.4 Prepare and deprocess equipment in support of new equipment fielding and training (NET / NEF)

2.1.5 Implement Army oil analysis program and reporting

2.1.6 Track, implement, and maintain a file of safety of use message, maintenance advisory message, ground precautionary measures and recall messages

2.1.7 Conduct safety inspections (load testing, etc.)

2.1.8 Store and dispose of HAZMAT resulting from maintenance activities.

2.1.9 Conduct budgeting, planning, reporting and estimating support for contingency or surge operations in support of Government requirements to establish resource and schedule projections.

2.1.10 Support supply functions (tool crib, bench / shop stock, etc.)

2.1.11 Installation Modification Work Order (MWO)

2.1.11.1 Serve as the MWO Coordinator for Government-owned, contractor maintained equipment.

2.1.11.2 Apply MWOs to Government-owned, contractor maintained equipment as directed by the Contracting Office (KO) or Contracting Officer Representative (COR).

2.1.11.3 Appoint, in writing, a MWO coordinator for the installation and provide the name and phone number to appropriate headquarters.

2.1.12 Warranty program coordination

2.1.12.1 Perform warranty verification, condition inspections, and associated repairs including estimating the required parts and labor; completing work requests when appropriate.

2.1.12.2 Provide Warranty Control Officer (WARCO) functions in accordance with AR 700-139 and other applicable ARs, DA Pamphlets, and local directives.

2.1.12.3 Repair on equipment under warranty when approved by the KO or COR.

2.1.12.4 Submit Warranty Claim Actions in accordance with DA PAM 750-8 and applicable equipment warranty TMs or TBs.

2.1.13 Equipment Condition Classification

2.1.13.1 Perform initial, random, and final inspections on equipment submitted for repair or services.

2.1.13.2 Ensure that no repairs exceed maintenance expenditure limits (MEL) established by applicable equipment technical bulletins or by a local policy.

2.1.13.3 Provide technical inspection services in support of the Supply Support Activity (SSA) in accordance with AR 750-1 and AR 725-50 to determine condition code. This may include equipment presented for turn-in, serviceability check, lateral transfer, or in-processing of new equipment into the Army inventory.

2.1.13.4 Perform initial acceptance of items on work requests. Verify the serial number of equipment and problems identified on the maintenance request; verify all equipment brought in by supported units is complete, clean, not damaged other than fair-wear-and tear (FWT); and verify unit's Field Level maintenance services have been completed.

2.1.13.5 Perform random final inspections in accordance with applicable TMs and TBs; verify that maintenance actions have been accomplished, that maintenance actions taken agree with the work included on the work request; and verify that the equipment or item meets serviceability standards.

2.1.14 Corrosion Protection

Implement corrosion prevention and control (CPC) techniques and guidance in accordance with AR 750–59 to minimize corrosion by maintaining coatings and surface treatments.

2.1.15 Test, Measurement and Diagnostic Equipment (TMDE) program

2.1.15.1 Assure that the calibration of all designated TMDE is scheduled and performed at intervals prescribed by TB 43-180 and AR 750-25.

2.1.15.2 Enter TMDE in the Automated Calibration Recall System as required.

2.1.15.3 Appoint, in writing, an Installation Calibration Coordinator to notify customers when equipment requires calibration, maintain TMDE records, and reconcile delinquencies.

2.1.16 Base Operation Equipment Maintenance

The contractor shall complete repair of material handling, lawn care, landscaping, and related equipment.

2.1.17 Maintenance STAMIS/AIS

The contractor shall operate the current Government-furnished STAMIS / AIS (i.e. SAMS-I/IIIE, AWRDS) by entering the appropriate data and using the outputs to perform functional analysis of equipment maintenance operations, shop supply and other aspects of the material maintenance mission. All aspects of maintenance reporting, readiness reporting and status reporting are the responsibility of the contractor and will be further detailed in subsequent task orders STAMIS/AIS that the contractor may be required to use include but are not limited to the following:

- a. Automated Logistics Information Management System (ALIMS)
- b. Army War Reserve Deployment System (AWRDS)

- c. Logistics Modernization Program (LMP)
- d. Modification Management Information System (MMIS)
- e. Standard Army Maintenance System Installation (SAMS-I)
- f. Standard Army Maintenance System Installation Enhanced (SAMS-IE, IIE)
- g. Wildcat Maintenance Management System (WMMS)
- h. Contract Data Requirements List (CDRL): The contractor shall prepare and deliver to the procuring contracting officer or designated Government representative the data and reports required by the Contract Data Requirements List (CDRL)

2.1.18 Maintenance Performance Metrics

The contractor shall ensure the following metrics are considered and used where applicable during the analysis of its maintenance effort: [additional metrics may be required]

- a. Maintenance labor utilization – (AR 750-1) Contractor minimum acceptable level of performance is 85% utilization.
- b. Assigned manpower utilization – $\text{Assigned man-hour utilization rate} = \frac{\text{number of assigned personnel}}{\text{number of authorized personnel}} \times 100$.
- c. Available manpower utilization. The available manpower utilization rate measures the percent of all of the direct labor man-hours actually made available to the shop office for work.
- d. Available man-hours utilization rate = $\frac{\text{number of available personnel}}{\text{number of authorized personnel}} \times 100$.
- e. Direct labor utilization. The direct labor utilization rate measures the ratio of hours available (6.9358, ref. AR 570-4) in a work day to actual hours completed.
- f. Daily direct labor utilization = $\frac{\text{Hours expended each work day}}{(\text{number of direct labor personnel on hand} \times 6.9358)}$
- g. Monthly direct labor utilization = $\frac{\text{Hours expended each work month}}{(\text{number of direct labor personnel on hand} \times 145)}$
- h. Turnaround time (TAT) – less than 30 days (DA standard as outlined in AR 750-1).
- i. Work center efficiency (DA Standard as outlined in AR 750-1).
- j. Monthly maintenance capability and capacity Input. The contractor shall update My Production Planner (MPP) contained within the Logistics Information Warehouse (LIW) suite of maintenance management tools on a monthly basis.
- k. Quality of maintenance first pass rate (acceptance) – not less than 97%
- l. Production index of 1 – where the production index is the ratio of work orders accepted by a maintenance unit compared to the number of work orders completed over a given period, generally the calendar month. The goal is 100 percent [or 1] of accepted work orders completed in the period.

2.2 Supply

The objective of supply services to provide for the rapid deployment and management of supplies and equipment through property planning, accountability, storage and logistics systems support. Services may include operation of warehouses, stockrooms or other storage facilities; proper handling, storage and staging of supply classes I, II, III, IIIP, IV, V, VII, and IX. Unless otherwise specified, the contractor shall use the existing standard Army management information systems (STAMIS) / Army information systems (AIS) to track accountability, receipts, issues, replenishment, storage operations and all applicable operations. The following subparagraphs outline the tasks that will be evaluated under Step Two (BOA) of the EAGLE request for proposal. These subparagraphs also represent potential tasks that could be required in Step Three Task Orders.

2.2.1 Supply Support Activity (SSA) Management

2.2.1.1 Receive, document, verify, identify, cross-reference, classify, sort, store and disposition retrograde and found-on-installation (FOI) materiel.

2.2.1.2 Process supply classes I, II, III, IIIP, IV, V, VII, and IX. Processing requires the contractor to handle, store and issue / dispose or materiel, sensitive property, hazardous items and low-level radioactive material. Responsibilities also include determination and application of proper packaging, safeguarding, protection, and preservation of Government property for turn-in.

2.2.1.3 Operate and manage a central receiving point (CRP) to support installation and Unit requirements.

2.2.1.4 Operate Unit supply support activities (SSA), as required, in support of Unit operations.

2.2.2 Central Issue Facility (CIF) Operation for Organizational Clothing and Individual Equipment (OCIE)

2.2.2.1 Operate and manage a full service CIF that may include, but is not limited to: Organizational Clothing and Individual Equipment (OCIE); tents, tailoring and textile repair services at the installation.

2.2.2.2 The contractor may be responsible for care, custody, safekeeping, and disposition of all assigned expendable (non-accountable) and nonexpendable (accountable) property within the CIF.

2.2.2.3 Establish, operate and manage a Central Initial Issue Point CIIP for the receipt, issue, alteration, exchange, repair, modification, depot support and warehousing of Army authorized clothing allowances in accordance with AR 25-400-2, AR 32-4, AR 40-3, AR 210-130, AR 700-84, AR 710-2, DA Pam 710-2-1, AR 735-5, AR 735-11-2, AR 725-50, CTA 50-900, SB 10-523, Technical Manual (TM) 10-227, TM 10-8400-201-23, Central Clothing Distribution User Handbook, Training and Doctrine Command (TRADOC) standing operating procedure (SOP) and Defense Logistics Agency (DLA) direction.

2.2.3 Individual Chemical Equipment Management Program (ICEMP)

2.2.3.1 Operate, manage and maintain the ICEMP for the installation. The ICEMP warehouse, receives, stores and issues ICEMP stock for installation organizations and mobilizing Units.

2.2.3.2 Operate the Mobility Inventory Control and Accountability System (MICAS) as the automated database of record to record receipt and issue of ICEMP to Units or individuals.

2.2.4 Property Accountability

2.2.4.1 Supports deploying and deployed forces (see para 1.2.1) to provide property accountability support. Provides 100% property accountability at all times for all Government provided or funded equipment, materiel and supplies by conducting inventories, maintaining accountability utilizing Property Book Unit Supply - Enhanced (PBUSE) or other approved STAMIS (GCSS-Army) as the system of record supporting the induction and issue of unit equipment for missions such as Left Behind Equipment (LBE), Pre-Deployment Training Equipment (PDTE), and Theater Provided Equipment (TPE). A designated Government Property Book Officer will be the Accountable Officer for equipment.

2.2.4.2 Prepare and process all actions required to properly administer the Property Book (e.g. Administrative Adjustment Reports (DA Form 4949) in coordination with Property Book Officer, provide data, analysis and workload information).

2.2.4.3 Perform Unit lateral transfers and temporary loans.

2.2.4.4 Perform initial, scheduled, annual and cyclical property inventories to establish, validate and maintain property book accountability and serviceability.

2.2.4.5 Catalog, as needed, all property utilizing Standard Study Number-Line Item Number Automated Management and Integrating System (SLAMIS) prior to property book officer approval to post to the Property Book through PBUSE.

2.2.5 Ammunition Supply Operations and Ammunition Supply Point (ASP) Management

2.2.5.1 The contractor may operate the ASP as an Ammunition and Explosives (A&E) SSA supporting operational requirements of designated units and activities using STAMIS/ Army Ammunition System Modernization (SAAS-MOD).

2.2.5.2 The contractor may receive, inventory, inspect for condition, provide initial classification of ammunition (subsequently verified by Quality Assurance Specialist Ammunition Surveillance (QASAS)), store or re-warehouse as required, safeguard, preserve, issue and perform limited maintenance on

expendable, consumable / non-expendable materiel. The ASP consists of three major functional areas: the ammunition supply point operations, the surveillance system and the ammunition residue yard. The contractor may provide the services needed to sufficiently run the ASP in accordance with all requirements as detailed in subsequent task orders. A representative listing of applicable laws and regulations is as follows: AR 385-10, AR 740-1, DA Pam 385-64, DA Pam 75-5, DA Pam 700-19, DA Pam 710-2-1, DOD 4145.19-R-1, DOD 4160-21-M-1, DOD 4500.9-R, DOD 5100.76M, DOD 6055.9 STD, and SB 742-1.

2.2.5.3 The contractor may establish and maintain an appropriate physical security program and key control for the Ammunition Supply Point (ASP) and Vehicle Holding Area (VHA) that meets or exceeds all of the security measures described in AR 190-11, AR 190-13 and other pertinent publication(s).

2.2.6 Installation Property Book and Equipment Management

2.2.6.1 Perform asset management operations for applicable classes of supply to include expendable, nonexpendable and durable property and processing of transactions which affect property book records.

2.2.6.2 Manage and control Government property accounted for on property books and hand receipts issued to supported activities.

2.2.6.3 Provide Asset Management Services for the Installation Property Book Officer

2.2.7 Fuel Support (CL III Bulk)

Conduct CL III (Bulk) receipt, store, issue and qualitative surveillance functions supporting the installation bulk fuel customers in accordance with AR 11-27, AR 710-2, AR 735-5, DA Pamphlet (Pam) 710-2, DA Pam 710-2-1, FM 10-18, FM 10-69, DOD 4140.25M.

2.2.8 Central Receiving Point

Provide, prepare, complete, sort, input, notify, document, verify, process, transport, store, issue, update, research, report, account, and assist customers with receiving operations in accordance with AR 710-2, AR 725-50, AR 735-11-2, DA Pam 710-2-1, DA Pam 710-2-2, TB 380-41, AR 37-series, STAMIS, and other applicable regulatory guidance

2.2.9 Supply STAMIS/AIS

2.2.9.1 Provide input to and/or operate a number of standard and proponent agency logistics management information systems.

2.2.9.2 Install software updates on Government-owned, Contractor-operated STAMIS/AIS.

2.2.9.3 Perform user level maintenance on all STAMIS hardware and software. Types of STAMIS anticipated for this requirement are:

- a. CIF Installation Support Module (CIF-ISM)
- b. Automated Reset Management Tool (ARMT)
- c. Army War Reserve Deployment System (AWRDS)
- d. Force and Asset Search Tool (FAAST)
- e. Federal Logistics system (FEDLOG)
- f. Force Management Systems Web
- g. Integrated Logistics Analysis Program (ILAP)
- h. Logistics Modernization Program (LMP)
- i. Logistics Integration Warehouse (LIW)
- j. Logistics Army Authorization Document System (LOGTAADS)
- k. Property Book Unit Supply Enhanced (PBUSE)
- l. Standard Army Retail Supply System (SARSS)
- m. Standard Army Retail Supply System 1 (SARSS-1), SARSS-2AC
- n. Standard Depot System (SDS)
- o. Standard Property Book System – Redesign (SPBS-R)

2.2.10 Supply Performance Metrics

The contractor shall ensure the following metrics are considered and used where applicable during the analysis of its supply effort: [additional metrics may be required]

- a. Physical inventory – 100% accountability
 - 1. STAMIS reconciliation – 100% balance match
 - 2. Inventory accuracy – 95% non-sensitive; 100% sensitive
 - 3. Location accuracy – 98% or greater non-sensitive; 100% sensitive
 - 4. Unit reconciliation – 95% customer Unit match; monthly
- b. Processing Time – less than or equal to standard below
 - 1. Receipt processing time – 24 hours
 - 2. Request processing time – 24 hours
 - 3. Customer wait time – 10 days CONUS; 15 days OCONUS
 - 4. Denial rate – 1% (exclusive of national maintenance program locations)
- c. Fuel, bulk – complaints / discrepancies per month or less
 - 1. Management – 99%; one valid complaint
 - 2. On-time support – 98%; two discrepancies
 - 3. Quality Control – 100%
 - 4. Account reconciliation – 98%; two discrepancies
 - 5. Equipment / facilities – 98%; 2 discrepancies
 - 6. Safety – 100%

2.3 Transportation Support

The principal transportation objectives are to provide analysis, planning assistance and movement coordination of personnel, supplies and equipment in support of Military operations both in CONUS and OCONUS. The contractor may be required to provide management and/or operational support to include vendor-managed transportation capabilities, shipping and receiving, staging, storage, packing, and operation and maintenance of distribution equipment and material handling systems. Unless otherwise specified the contractor shall use the applicable standard Army management information systems (STAMIS) / Army information systems (AIS) to track and manage transportation operations. The following subparagraphs outline the tasks that will be evaluated under Step Two (BOA) of the EAGLE request for proposal. These subparagraphs also represent potential tasks that could be required in Step Three Task Orders.

2.3.1 Non-tactical Equipment Management

2.3.1.1 Perform all technical and administrative requirements necessary to implement Government directions to dispose of used vehicles and replace/acquire new vehicles.

2.3.1.2 Process all requests for commercial vehicle leases.

2.3.2 Equipment Operator Training and Testing

Operate a training and testing program to qualify vehicle operators for Government-issued licenses in accordance with AR 611-5, AR 385-55, and/or United States Army Europe (USAREUR) Supplement 1 to AR 600-55 and DOD 4500.36-R; AR 600-55, paragraph 4-4; or as authorized/required by the approving authority.

2.3.3 Railhead Operations

2.3.3.1 Operate, maintain, and manage the rail transportation service assigned to the installation.

2.3.3.2 Verify the adequacy of tie down equipment and the suitability of rail cars and vehicles for the intended shipment.

2.3.3.3 Provide rail operations service.

2.3.4 Household Goods Operations

Manage and operate Personal Property Shipping Office (PPSO) functions or Personal Property Processing Office (PPPO) in accordance with DTR Part IV, Personal Property Consignment Information Guide (PPCIG), JTR, JFTR and Service Supplements serving members of the Army, Air Force, Navy, Coast Guard, Marine Corps and DOD civilian employees seeking assistance.

2.3.5 Personnel and Cargo Movement Support

2.3.5.1 Provide vehicle operators and/or vehicles for personnel transport, both during normal business hours and during other than normal duty hours, on weekends, and on holidays.

2.3.5.2 Provide vehicles and drivers for transportation of cargo.

2.3.5.3 Provide cargo vehicles with the appropriate safety equipment (e.g. fire extinguishers, spare fuses, highway warning kits, etc.) and HAZMAT certified drivers for transportation of ammunition.

2.3.6 Local Drayage Operations

Provide support services to include on site and supported off-site movements of supplies and equipment.

2.3.7 Transportation Motor Pool (TMP) Operation Support Services

2.3.7.1 Care for, operate, secure, account for and dispatch General Services Administration (GSA) Fleet Management and Army-owned Non-Tactical Vehicles (NTVs) in accordance with Department of Defense DOD 4500.36-R, AR 58-1; CFR Title 41 Public Contracts and Property Management, Federal Management Regulation System (FMRS), Part 102-2; Support Agreements; and memorandum of understanding (MOU) and established Post Policies /procedures.

2.3.7.2 Provide drivers licensed in accordance with all local, state, and federal requirements for transport services when requested.

2.3.8 Unit Movement (Deployment/Redeployment) Support

2.3.8.1 Coordinate all phases of Unit movements for Units traveling on official orders to meet mission requirements.

2.3.8.2 Prepare and submit the Organizational Equipment List (OEL) and the Unit Deployment List (UDL) to the appropriate ACOM, ACC or DRU in accordance with the Unit Movement Data Reporting and System Administration. Contractor employees working within any Unit movement section or having

access to Unit movement information must have and maintain a valid SECRET security clearance, be trained in current STAMIS systems and be HAZMAT certified.

2.3.8.3 Provide briefings, mobilization file review and individual consultation in conjunction with a Unit's movement plan.

2.3.8.4 Coordinate with UMC/ITO to assist Units moving via rail, line haul, convoy and/or air. This may include assisting with installation movement control and coordinate with external agencies to promote efficient and effective control of deployment/redeployment activities. It may also include coordinating with the UMC/ITO all services necessary to ensure that personnel and equipment are in place prior to deployment/redeployment of units and may obtain approval of timelines from ITO.

2.3.9 Arrival/Departure Airfield Control Group (A/DACG)

2.3.9.1 Manage and operate the A/DACG and provide support for Airlift preparation and air movement support as required to meet deployment and redeployments by air.

2.3.9.2 Provide Logistics support for personnel and materiel movement to and from Authorized Point of Embarkation (APOE)/Authorized Port of Debarkation (APOD); movement and loading of baggage and materiel; assist in loading and unloading of aircraft; support pallet reconfiguration, and other duties as specified by the task order.

2.3.9.3 Provide support for related areas such as an Alert Holding Area (AHA), a Call Forward Area (CFA), and Ammunition Holding Area (AHA) in preparation and execution of military movements as specified in planning documents or as specified in the task order. Movement categories may include personnel, materiel, vehicles, and ammunition.

2.3.10 Installation Transportation Office (ITO)

Operate an Installation Transportation Office (ITO) that will provide a full range of transportation services. These services include but are not limited to: Installation motor pool operations, movement control, unit movement, installation transit services, and POV storage.

2.3.11 Transportation STAMIS/AIS

STAMIS/AIS that the contractor may be required to use include but are not limited to the following:

- a. Personal Property/HHG
 - 1) Defense Personal Property System (DPS)
 - 2) Transportation Operation Personal Property Standard System (TOPPS)

- b. Billing/Routing
 - 1) CONUS Freight Management (CFM)
 - 2) Global Freight Management (GFM)
 - 3) Powertrack
- c. Issue/Receipt
 - 1) Cargo Movement Operation System (CMOS)
 - 2) Distribution Standard System (DSS)
 - 3) Logistics Modernization Program (LMP)
 - 4) Standard Depot System (SDS)
- d. Deployment planning/movement
 - 1) Transportation Coordinators' Automated Information for Movement System II (TC-
AIMS II)
- e. In-transit Visibility/Tracking
 - 1) IDE/Global Transportation Network Convergence (IGC)
 - 2) Global Transportation Network (GTN)

2.3.12 Transportation Performance Metrics

The contractor may ensure the following metrics are considered and used where applicable during the analysis of its transportation effort: Metrics are not available at this time.

2.4 Training

The following tasks represent some of the requirements that may be associated with task orders for New Equipment Training (NET) and New Equipment Fielding (NEF).

2.4.1 Train Government personnel in the use, care, maintenance and operation of identified equipment / assets including PMCS, field level maintenance (FLM) in support of materiel fielding, and related test, measurement, and diagnostic equipment (TMDE). Specific classes will be identified in subsequent task orders.

2.4.2 Provide qualified instructors to conduct training at fielding including classroom instruction, hands-on (practical application), video presentations, and computer-based interactive satellite instruction. Training will take place at user sites, special designated training sites, or as specified in subsequent task orders.

2.4.3 Recommend, develop, and distribute updates to training packages for selected Operators and Maintainers in conjunction with worldwide materiel fielding.

2.4.4 Produce information and training videos, curriculum development, audiovisual/multi-media support and on-site technical support. All instructional materials, Programs of Instruction (POIs) and training aids used, developed, or procured by the contractor for courses taught under subsequent task orders shall become the sole property of the Government and shall not be used without the consent of the Contracting Officers Representative (COR).

2.4.5 Coordinate with the applicable agency (i.e. Tank, Automotive, Armament Command (TACOM) program manager for tactical vehicles) and provide transportation for instructors, including subcontracted instructors, to attend Government sponsored Instructor Training Certification classes.

2.4.6 Provide the flexibility to add classes (all types) at each training site per trip.

3.0 General Requirements

This section describes the general requirements for the Army Enhanced Global Logistics Enterprise (EAGLE) program basic ordering agreements (BOAs). The following sub-sections provide additional information for each area of this effort.

3.1 Non-Personal Services

The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Procuring Contracting Officer (PCO) immediately.

3.2 Business Relations

The contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The contractor shall manage the timeliness, completeness and quality of problem identification. The contractor shall provide effective communication with the Government Staff, corrective action plans, proposal submittals, timely identification of issues and effective management of subcontractors. The contractor may be required to work directly with other contractors in the performance of this effort and will ensure the appropriate working relationships exist in order to facilitate the execution of these services. The contractor shall seek to ensure customer satisfaction, as well as professional and ethical behavior of all contractor personnel.

3.3 Contract Administration and Management

The following subsections specify requirements for contract, management, and personnel administration.

3.3.1 Contract Management

The contractor shall establish clear organizational lines of authority and responsibility ensuring effective management of resources. The contractor shall appoint and indentify to the Government its local agent possessing full authority to act on behalf of and independently from, the corporate office(s).

3.3.2 Contract Administration

The contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The contractor shall respond to Government requests for contractual actions in a timely fashion. The contractor shall have a single point of contact between the Government and contractor personnel assigned to support task orders. The contractor shall ensure proper, accurate time keeping records of personnel assigned to any work under this effort. Accounting for contractor services – The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a

secure Army data collection site where the contractor will report ALL contractor manpower (including Subcontractor manpower) required for performance of subsequent task orders.

3.4 Subcontract Management

The contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance. The prime contractor will manage work distribution to ensure there are no actual or apparent organizational conflicts of interest (OCI).

3.5 Contractor Personnel, Disciplines and Specialties

The contractor shall accomplish the assigned work by employing and using qualified personnel with appropriate combinations of education, training and experience. The contractor shall match personnel skills to the work or task with a minimum of under/over employment of resources. The contractor shall ensure that the labor categories, labor rates and man-hours utilized in the performance of any subsequent task order will be the minimum necessary to accomplish the task. The contractor shall not allow any employee who is not certified for a particular task to perform such work.

3.6 Quality Control / Quality Control Plan (QCP)

The contractor is responsible for overall responsiveness, cost control, adherence to schedules, technical quality of work, management of contractor's team efforts and commitment to customer satisfaction. The contractor shall establish a process to provide an accurate assessment of performance in all areas of any subsequent task orders and implement a quality program through the QCP. Contractor personnel assigned to maintain the quality control (QC) program will perform independently of personnel assigned to other task order deliverables. QC personnel will have sufficiently well-defined responsibility, authority and the organizational freedom to identify and evaluate quality problems in order to initiate, recommend and/or provide solutions. QC personnel will ensure timely and effective corrective action is obtained for all deficiencies identified by the contractor or by the Government.

3.7 Continuous Improvement Program (CIP)

The contractor shall implement a CIP to enhance operations to save time and money, to include Lean Six Sigma. It shall contain, as a minimum, a policy statement from management on the need for continuous improvement, short range and long range goals, and the appropriate metrics to measure trends. Key indicators used by the contractor should be included. The CIP should be flexible and change as new areas for improvement develop. The contractor will report on progress of the continuous improvement program and achievement of goals to the Government at a minimum quarterly. In addition, the contractor shall also have personnel, or reach-back to personnel, from all functional areas trained and capable of conducting Lean events with the objective of achieving more efficient processes resulting in improved quality, cost, and schedule performance. Lean Six Sigma (LSS) initiatives undertaken by the contractor will at a minimum follow the basic LSS: Define, Measure, Analyze, Improve, Control (DMAIC) methodology

with pertinent baseline data and information documented and provided to the Government. The format may be contractor developed, using appropriate applications (i.e. flow process charts, spreadsheets and databases) as required to sufficiently document the pertinent baseline data and process improvement in order to satisfy the Government data collection requirements. Additional LSS requirements may be further defined in subsequent task orders.

3.8 International Organization for Standardization (ISO) Compliance

The contractor shall operate all sites awarded under subsequent task orders to be compliant with the International Organization for Standardization (ISO) 9001:2008 (or current standard) quality management practices. Additionally, the contractor's corporate management structure must be ISO 9001:2008 compliant (or certified) prior to start of work. Additional ISO requirements will be provided in subsequent task orders.

3.9 Fuel / Energy Conservation

Contractors will take ownership of organizational fuel/energy demand by measuring and managing fuel/energy consumption with the intent to minimize fuel and/or energy consumption. Mission planning and schedules will be based on energy-informed, risk-based decisions on vehicle operations, transportation support design, power and water generation, and distribution. This includes decisions on deliveries, improvements to existing planning, and recommendations to the Government for existing energy efficient technologies or waivers to fuel/energy wasting requirements/regulations. Where appropriate, proven alternative energy options that reduce the use and transportation of fuel should be pursued through partnering with the Government.

3.10 Security

Task order specific security requirements and contractor access to classified information will be specified in the applicable DD Form 254. All contractor personnel with access to unclassified information systems, including e-mail, must have, at a minimum, a valid Common Access Card (CAC) with a favorable National Agency Check (NAC). Contractor employees that are unable to obtain a CAC will be removed from the site and replaced. The contractor shall not invoice the Government for any employee time or costs once notified of an unfavorable NAC. Should the employee successfully have the NAC adjudicated, the contractor may elect, at its sole discretion, to bring the employee back to good standing on the effort. The contractor shall sign a contractor Visitor Group Security Agreement to protect classified information involved in performance under the task order. The agreement will outline responsibilities in the following areas: contractor security supervision; Standard Practice Procedures; access, accountability, storage and transmission of classified material; marking requirements; security education; personnel security clearances; reports; security checks; security guidance; emergency protection; protection of Government resources; periodic security reviews; and other responsibilities, as required. Additionally, all subsequent task orders will define, in detail, specific security requirements.

3.11 Safety

The contractor shall develop and submit for approval a written safety plan as specified in subsequent task orders. The plan will include, but not be limited to, the following: Operating within United States Occupational Safety and Health Administration (OSHA) standards; correction of OSHA non-compliance; documentation of OSHA and other safety inspection results; and hazardous material incidents, accidents and injury reporting etc. The contractor's safety plan will focus on implementing and maintaining a safe, accident free environment. Failure by the contractor to have all or part of the safety plan accepted by the Government may result in the PCO ordering a total or partial stop work order until the contractor is able to ensure a safe working environment. The safety plan will be updated at least semiannually. The contractor shall be the controlling employer as defined by the federal Occupational Safety and Health Administration (OSHA) at any contractor-operated facility. The contractor shall not construe the requirements of this PWS as making the Government the controlling employer. The contractor shall ensure compliance with all applicable federal, state and local, to include host nation, safety laws, ordinances, construction codes and regulations at all times. In the event of a conflict between any law(s), ordinance(s), construction code(s), or regulation, the more stringent rule shall apply. Safety requirements shall apply to all operations performed by the contractor and all subcontractors, regardless of the location of the facility where the work is performed. The contractor shall keep all areas under its control and / or occupied by the contractor (motor pools, maintenance facilities, warehouse space, etc.) neat and clean, free from overgrown vegetation, trash and snow. Additionally, the contractor shall perform all required mechanical safety checks and verifications.

3.12 Environmental Requirements

The contractor shall operate in full compliance with federal, state, local, Army and installation environmental laws, regulations, programs and policies. The contractor is solely responsible for any and all noncompliance resulting from the action or inaction of its employees. Any financial penalties levied or cost(s) incurred by/against the contractor for any infraction or noncompliance (whether accidental or willful) by any of its employees are not reimbursable costs and will not be presented to the Government for payment. Such fines and penalties are addressed in FAR 31.205-15. The contractor shall establish and implement an Environmental Protection Program as specified in individual task orders but generally not later than 30 calendar days after the task order start date. All environmental protection matters must be coordinated with the PCO, COR and the Installation Environmental Coordinator. The contractor may be required to appoint an employee to be responsible for monitoring compliance, coordination, and oversight of environmental issues.

3.13 Property Accountability

Government Furnished Equipment (GFE), Government Furnished Materiel (GFM) and Contractor Acquired Property (CAP) are all terms referring to property of the U.S. Government provided or obtained during performance of a contract. It must be inventoried, reported and returned to the Government upon completion of the contract. The Contractor will account for all Government owned property utilizing Property Book Unit Supply - Enhanced (PBUSE) or other approved STAMIS (GCSS-Army) as the

system of record and perform subsequent cyclic inventories IAW AR-710-2, AR-735-5, and Property Book Unit Supply Enhanced (PBUSE) user manual.

3.14 Transition (Phase-in / Phase-out)

The contractor shall follow the transition plan submitted as part of each task order proposal and keep the Government fully informed of status throughout the transition period. Throughout the phase-in/phase-out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission. The contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods.

3.15 Government Furnished Materials

Each request for task order proposal will address the Government owned materials, office space, communications capability and information available for use in the performance of the resulting task order.

3.16 Deliverables

The contractor shall provide deliverables as described in subsequent task orders. Deliverables shall be specified by the Government. Format and delivery schedule for deliverables shall be outlined in subsequent contract deliverable requirements listing(s) (CDRL) and/or other means to be determined.